

Application Form

Profile

Applications received after 5 p.m. on the deadline will not be considered.

Amanda Borer  
First Name Middle Initial Last Name

Are you over the age of 18?

☒ Yes ☐ No

Spouse/Partner's First Name (if applicable)

Alexander

Spouse/Partner's Last Name (if applicable)

Williams

Home: (419) 306-5608  
Primary Phone Alternate Phone

amborer@gmail.com  
Email Address

9 PREMIER CT,  
Home Address Suite or Apt  
Durham NC 27713  
City State Postal Code

Employment

Duke University Hospital Administrator  
Employer Occupation

Address

40 Duke medicine Circle  
City  
Durham  
State  
NC  
Zip Code  
27707

## Work Phone

4193065608

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## Board Selection

Citizens may only serve on 1 Board at a time.

How did you hear about this vacancy?

☒ Council Meeting

Are you re-applying to stay on your current board, committee, commission or taskforce?

☐ Yes ☒ No

If yes, identify the board:

You may apply for up to two boards. If you have submitted a previous application please **use the same email address** as before.

Not sure which Ward you live in? Check here: [Go Maps](#)

Which Boards would you like to apply for?

Human Relations Commission: Submitted

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## Demographics

Do You Reside Within the City Limits?

☒ Yes ☐ No

Ethnicity \*

☒ Caucasian/Non-Hispanic

Gender \*

☒ Female

**Gender Question: If you answered Self-Describe please do so in the space below. If not please enter N/A below and disregard this entry.**

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N/A

**Ethnicity Question: If you answered Other please describe in the space below. If not please enter N/A below and disregard this entry.**

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N/A

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## **Qualifications & Experiences**

### **Education**

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Masters in Health Administration- Public Health

### **Qualifications & Experiences**

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I have been on many boards and work groups for local non-profits and county advisory committees, I appreciate listening to the residents of Durham and understanding their needs and trying to improve situations and make a difference in our community.

**Based on your qualifications and experiences, briefly describe three reasons why your service on the chosen board, committee, commission or taskforce could be beneficial to the City of Durham.**

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1. I am a good listener 2. Have a lot of empathy 3. Will work tirelessly to help Durham residents

### **Other Information You Consider Pertinent**

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For example: civic memberships, related experience, etc.

[Amanda\\_Borer\\_Final\\_2\\_.pdf](#)

Upload a Resume

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## **Acknowledgment**

**According to City Council Procedures 2.9.3:**

*The City Clerk shall investigate the tax records and voting records of each applicant to ensure that all Durham County taxes are current and that the applicant is a registered voter in Durham County. The City Clerk shall also determine that each 14 applicant satisfies all residency requirements to fill the vacancy. The applications and the information gathered by the City Clerk with respect to applicant tax records, voting records and residency shall be provided to the City Council.*

**N.C. Public Records Law requires that any information you provide on this application for volunteer service is a public record and shall be available for public inspection.**

**Applications received after 5 p.m. on the deadline will not be considered.**

**Property tax listing must be current. City and county taxes must not reflect any delinquency at the time of submission of the application.**

**The application will be released to the public upon request.**

**Note: The application is active for one (1) year from the time of submission.**

**My initials acknowledge that all information is true and correct to the best of my knowledge.**

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AB

# AMANDA BORER, MHA, FACHE

Durham, NC | ☎ (419) 306-5608 | ✉ amborer@gmail.com | LinkedIn Profile

## HEALTH SERVICES DIRECTOR | PATIENT ADVOCATE

*Patient Care Management / Strategic Operations / Team Leadership*



Accomplished, results-driven Operations Director with a proven record of success in driving **business growth through strategic leadership**. Demonstrated effectiveness in **developing and executing the organizational vision**, delivering high-quality patient and employee satisfaction, and driving **revenue increases**. Directs multi-site operations utilizing a diverse skill set and broad expertise, including **strategy development**, project management, **regulatory compliance**, policy development, and effectively managing human resources. Creates and fosters a positive, collaborative culture that allows employees to thrive. **Builds trusting relationships** with patients, vendors, and other business stakeholders. Executes innovative tactics, lowers expenses, and improves productivity by leveraging an unwavering commitment to excellence. Utilized platform as a Health and Aging Policy Fellow to **drive patient-centric focus** while advocating local and state-level policy changes.

### Core Competencies

- Defines Operations Strategy
- Drives Revenue and Profit Growth
- Develops Robust Relationships
- Builds High Performing Teams
- Defines Policies and Procedures
- Excels in Managing Multiple Sites
- Manages Annual Operating Plans
- Maintains Regulatory Compliance
- Customer-Centric Focus
- Coaches, Mentors, & Trains
- Strategically Manages Budgets
- Surpasses Performance Targets

*"Ms. Borer's efforts are largely responsible for the successful launch and warm reception that two new-model small eldercare homes have had...a sign of the future in person-centered, supportive, community-based care. In addition, Ms. Borer developed a new and already thriving initiative that provides on-site gerontological and geriatric training for interdisciplinary students from UNC and elsewhere. The success conveys appreciation for and commitment and capacity for developing new programs and policies benefiting older adults." – Sheryl Z., PhD, University Kenan Distinguished Professor, Co-Director, Program on Aging...*

### Professional Experience

**2022 – Present • DUKE UNIVERSITY HEALTH SYSTEM • Durham, NC**

#### Administrative Director for Neurosciences

**Offer overall program direction and operations** by overseeing daily business administration for the Duke Neurosciences, including the newly developed Cerebrovascular Center of Excellence for Cavernous Malformation. **Direct all key business operations**, featuring financial management, budget oversight, provider relations, business development, talent management, facilities planning, policy development, and program management.

- **Build a collaborative, lean workplace culture** through strategic leadership to steer key decision-making initiatives.
- **Deliver hands-on coaching & mentoring** to drive continuous process improvements.
- **Reduce inpatient Length of Stay (LOS)** across major departments, featuring Neurology Intensive Care Unit (ICU), Stroke Services, and General Neurology.
- **Institute Multi-Disciplinary Rounds** to promote high quality patient care.
- **Manage and Direct Comprehensive Stroke Program** as well as Stroke Coordinators at all three hospitals
- **Facilitate and direct the Patient and Family Advisory Council** which is a leader in the Duke Health System
- **Lead standardizing goals of care conversations** by launching Vital Talks Trainings and forging Hospice & Palliative Care Pathways.
- **Map out all patient flow workflows** and create efficiencies within the Neuro ICU
- **Implement new technologies and equipment** with corresponding trainings and workflows

**2009 – 2022 • CHARLES HOUSE ASSOCIATION • Chapel Hill, NC**

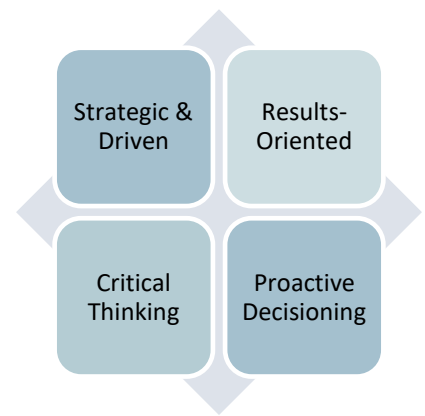
#### Associate Director (2014 to 2022)

**Strategically led and directed 40+ direct reports serving 100+ families and two neighborhood eldercare homes.** Managed the non-profit Adult Day Program, delivering support to individuals living with dementia and other executive function disorders. **Reported directly to the Executive Director and the Board of Directors, meeting frequently to develop long- and short-term strategic plans** and ensure alignment with the organizational mission, vision, and goals. Performed all human resources functions, including recruiting, hiring, training, and measuring employee performance. Enforced and maintained regulatory compliance.

- **Successfully doubled the program's capacity from 22 to 40 participants daily from 2010 to 2015 and tripled the workforce and number of locations, including a second family care home in 2014.**
- **Launched innovative performance improvement plans, including introducing an internship program; partnered with universities to foster relationships.**
- **Moved central operations to a new location and led building renovations.**
- **Oversaw the project to transition to eMar, an electronic medical records software from paper-based Medication Administration Records (MAR).**
- **Collaborated with state and local regulators to meet and maintain compliance and licensure for two family care homes and certification for adult day programs by working.**

#### Administrative Director (2009 to 2014)

- Delivered day-to-day operations management** for the organization's residential adult day program. Performed all recruiting, hiring, training, and performance management functions to train and coach new residential homes. Partnered with physicians, pharmacies, and vendors to establish strong relationships to ensure effective resident care. **Collaborated with board leaders to define and execute the operational vision and mission.** Drove regulatory compliance with state and local regulations. Managed a \$1M program budget and twelve team members.
- **Led and directed the opening of the company's first six-bed residential home in 2011, inclusive of an 18-month renovation and building a team of specialized and administrative staff to support operations.**
  - **Developed all processes, policies, and procedures from the ground up, managing procurement and tracking program supplies.**
  - **Cultivated an intimate, caring environment, delivering thorough patient care and coaching employees on patient satisfaction.**
  - **Oversaw Accounts Payable, Receivables, and all payroll functions and led the project to transition to a new payroll system.**
  - **Created the Charles House internship program leading to a new service line, the Bradley Program in Learning and Service.**



#### Fellowship

**2016 – 2017 • AMERICAN POLITICAL SCIENCE ASSOCIATION • Washington, DC**

##### Health and Aging Policy Fellow

**Selected through a national competition based on leadership potential, commitment to health and aging, and policies.**

- **Health Resources and Services Administration (HRSA)** – presented findings at the American Geriatrics Society (AGS) Conference
  - **Performed extensive research and program evaluation on PA's Geriatric Workforce Enhancement Programs.**
- **Eldercare Workforce Alliance** – led advocacy group days and efforts at the legislature in Washington DC and Raleigh, NC.
  - **Facilitated the NC Eldercare Workforce statewide coalition of 100+ national, state, and local stakeholders. Advised governmental partners on policy efforts, specifically Senator Thom Tillis, a member of the Senate Special Committee on Aging.**
  - **Designed workshops to unite groups in sharing best practices and advocating change, culminating in a Regional Workforce Summit for 60+ local stakeholders; Developed an Eldercare Workforce Coalition Toolkit, a publication allowing other states to benefit from implementing best practices and other identified improvement measures.**

#### Other Role

**2007 – 2011 • The NC Family Doctor • Front Office Assistant** – performed clerical duties for an urgent and primary care office during grad school and fellowships. Checked patients in and out and performed scheduling, intake, and updated charts.

*"Within Chapel Hill, the Charles House Association is highly regarded as an innovator and leader in the provision of community services for elders and family caregivers. Amanda's roles since 2009 are a testament both to her dedication to aging issues and her capacity for bringing about meaningful change in the culture of health and social support services for the elderly."*

**Sally S, PhD, Professor, Healthy Policy & Management**

#### Education

**The University of North Carolina | College of Public Health • Master of Health Administration**  
**The Ohio State University | School of Allied Medical Professions • Bachelor of Science**

#### Licensure | Certifications

**Duke University Durham • Nonprofit Management Certificate | Data Visualization and Communication with Tableau**  
**Charles House • Family Care Home Administrator License | Adult Day Care Administrator**

#### Volunteerism | Professional Affiliations

**NC Adult Day Services Administration**  
**Treasurer** (2020 to Present)

**LeadingAge Member • Member** (2007 to Present) |  
**Leadership Academy Fellow** (2017)

**Durham Center for Senior Life**  
**Board Member** (2021 to Present)

**North Carolina Coalition on Aging**  
**Member** (2016 to Present)